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Docket No.: CSCO-38240

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

I hereby certify that this transmittal of the below described document is being deposited with the United States Postal Service in an envelope bearing First Class Postage and addressed to the Commissioner of Patents and Trademarks, Box AF, Washington, D.C., 20231, on the below date of deposit.

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|------------------|----------|------------------------------------|--------------|---|
| Date of Deposit: | 04/06/01 | Name of Person Making the Deposit: | LINDSAY KIES | Signature of the Person Making the Deposit: |
|------------------|----------|------------------------------------|--------------|---|

Inventor(s): Mark Buonanno, Michael Swailes, Steve Quantrano, Jean Seo and Christopher Shenefield

Serial No.: 09/766,175 Group Art Unit:

Filed: 01/18/01 Examiner:

Batch No:

Title: PROACTIVE CALL AND CONTACT CENTER SYSTEM

Assistant Commissioner for Patents
Washington, D.C. 20231

RESPONSE TO NOTICE TO CORRECTED APPLICATION PAPERS

Sir:

In response to the Notice to File Corrected Application Papers (Filing Date Granted) mailed 03/06/01, please find enclosed:

- a duly executed Declaration and Power of Attorney signed by the inventor(s) and the surcharge of \$130.00 as set fourth in 37 C.F.R. § 1.16(e)
- a Petition for an Extension of Time; and fee of \$110.00
- 5 sheets of Substitute drawings in compliance with 37 CFR 1.84
- Copy of Notice to be returned with response

PAYMENT OF FEES

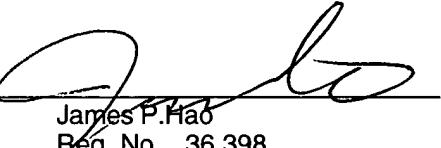
1. The full fee due in connection with this communication is provided as follows:
 - The Commissioner is hereby authorized to charge any additional fees associated with this communication or credit any overpayment to Deposit Account No.: 23-0085. A duplicate copy of this authorization is enclosed.
 - A check in the amount of \$
 - Charge any fees required or credit any overpayments associated with this filing to Deposit Account No.: 23-0085.

Please direct all correspondence concerning the above-identified application to the following address:

WAGNER, MURABITO & HAO LLP
Two North Market Street, Third Floor
San Jose, California 95113
(408) 938-9060

Respectfully submitted,

Date: 4/6/01

By: 

James P. Hao
Reg. No. 36,398



APR 23 2001
UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
 UNITED STATES PATENT AND TRADEMARK OFFICE
 WASHINGTON, D.C. 20231
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| APPLICATION NUMBER | FILING/RECEIPT DATE | FIRST NAMED APPLICANT | ATTORNEY DOCKET NUMBER |
|--------------------|---------------------|-----------------------|------------------------|
| 09/766,175 | 01/18/2001 | Mark Buonanno | CSCO-38240 |

CONFIRMATION NO. 9529

FORMALITIES LETTER



OC000000005829589

WAGNER, MURABITO & HAO LLP
 Third Floor
 Two North Market Street
 San Jose, CA 95113

Date Mailed: 03/06/2001

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given TWO MONTHS from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

(Signature)
 Customer Service Center
 Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE